

# PADDOCK CLUB

## FAQ's

### **WHEN WILL I RECEIVE MY TICKETS?**

We will always endeavor to dispatch all Formula 1 Paddock Club™ Tickets to a pre-agreed postal address via a secure delivery service. This will usually take place one week prior to the race weekend. Further information surrounding the event will follow electronically closer to the time to help assist with the planning of your trip. This is subject to the information being confirmed by the race event organisers and the tickets being dispatched to us in a timely manner.

### **WHY DO I NEED TO PROVIDE ALL GUEST NAMES?**

We require this information in order for guests to gain access to the Formula 1™ Paddock and The Aston Martin Red Bull Racing Garage. Not only is this a requirement of Formula One Management for insurance purposes but it also allows us to ensure all guests receive a personalised welcome on arrival.

### **WHAT HAPPENS IF I LOSE MY TICKET? OR ARRIVE AT THE CIRCUIT WITH THE WRONG TICKET FOR THE WRONG DAY?**

Unfortunately once an order has been confirmed, we are subject to the terms put in place by Formula One Management which operates a non-replacement policy.

### **WHAT'S THE BEST WAY TO ACCESS THE CIRCUIT?**

As a Formula 1 Paddock Club™ Guest you are entitled to access the dedicated Formula 1 Paddock Club™ Parking Zone. One Car Parking Pass is usually issued for every three Formula 1 Paddock Club™ Tickets purchased. Additional Car Parking passes are normally available for purchase and Chauffeur Passes are required at some races. Please refer to our additional ticket information document or alternatively refer to each circuit's website for more information on using alternative methods of transport to the track.

### **IS THE PADDOCK CLUB WHEELCHAIR ACCESSIBLE?**

Please contact us should you require any assistance with access to the Formula 1 Paddock Club™. Facilities vary from race to race.

### **CAN I ACCESS THE PADDOCK AND GARAGE?**

We always endeavor to offer a garage tour for every ticket purchased over the race weekend. We do our best to allocate all of our guests a garage tour time and for this reason, it is important that you make yourself known to us upon arrival and confirm your tour time with us. Tour times are subject to change. In the event that you are not present during your allocated tour slot, we will try our best to reschedule but this is not always guaranteed. We reserve the right to cancel garage tours where necessary. Guests have unrestricted access to the Support Paddock where applicable.

### **CAN I RESERVE A SEAT?**

At the races where we do not have our own Team Suite, guests will be located in the Club Suite where each person will be seated at a table – please note that this could be a shared table with other Aston Martin Red Bull Racing guests. Aston Martin Red Bull Racing hospitality is a little more relaxed in that in our own Team Suite we do not offer formal dining or reserved seating. We have a variety of seating options to choose from including high and low seated dining, and more relaxed lounge environments. We have adapted our food service to suit the set up of our suite. We do not operate a reserved seating policy in the Aston Martin Red Bull Racing Team Suite, and encourage guests to embrace the opportunity to enjoy all aspects of our suite.



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### **/IS THERE A DESIGNATED SMOKING AREA?**

Smoking is only permitted within the dedicated smoking areas. This may vary from race to race. Your Aston Martin Red Bull Racing hospitality hosts will point this out to you upon your arrival to the suite.

### **/AM I ALLOWED TO TAKE PHOTOGRAPHS?**

Unless otherwise advised, filming and sound recording is only permitted within the Formula 1 Paddock Club™ and during the Pit Lane Walk, provided that it is for personal, private and non-commercial purposes (which does not include social media). Filming and photography is not permitted inside the Aston Martin Red Bull Racing Garage at any time. Please be aware that you may be photographed or filmed whilst you are in the Formula 1 Paddock Club™ and that your image may be used in broadcast coverage and promotional materials.

You are deemed to consent to all such usage. For further information, please refer to the Formula 1 Paddock Club™ terms and conditions which are available from your Aston Martin Red Bull Racing host, from any member of Formula 1 Paddock Club™ staff or on Formula 1.com.

### **/ARE MY CHILDREN ALLOWED TO ATTEND?**

Yes. However, all individuals do require a ticket to be granted access, no matter what age they may be. Any children will need to be supervised by a parent/guardian at all times. We do not recommend you bring infants and very young children to Formula 1™ events, however, should you wish to bring a young child (under the age of 7 years old) you will need to complete the Formula 1 Paddock Club™ parent/guardian waiver form on arrival to the Paddock Club entrance. We advise you bring your own suitable ear defenders and would encourage these to be worn by your children at all times.